

11/26/08 Data Quality Conference Calls

PARTICIPANTS

GROUP A: 9:15am

ALBINI, DIANE (CHD)
CUTILLO, SUSAN (HOSP. OF ST. RAPHAEL)
DAVINO, ANNE (CATHOLIC CHARITIES – WATERBURY)
DIMENSTEIN, MARCIE (ALSO-CORNERSTONE)
EBLEN, TERRI (BRIDGES)
FERRARA, FLO (BRIDGES)
FUNDERBURK, MARTHA (CPAS)
GILBERT, BILL (CPAS)
LAZARIEL, BETTY (WCMHN)
MCNARRY, STEVE (DANBURY HOSP.)
MURRAY, TACHICA (CHRYSLIS)
NAUGHTON, BILL (CVH)
POKHAREL, ASHIM (CPAS)
SHAW, KATHY (MY SISTER'S PLACE)
SHEA, JOE (DANBURY HOSP.)
SMITH, LINDA (CATHOLIC CHARITIES)
TARNOSKY, ALEX (ALSO-CORNERSTONE)
TURNOUR, ERICA (CENTRAL NAUGATUCK VALLEY HELP)
WHITE, SUSAN (SELF)
WILLIAMS, ALVINO (CPAS)

GROUP B: 10:15am

ALLEN, LYNN (NEW DIRECTIONS)
BUELL, MARGARET (MORRIS FOUNDATION)
CRANDALL, GEOFF (KUHN EMPLOYMENT)
GLEISSNER, DONNA (INTERLUDE)
GUEUTAL, ANN (INTER-COMMUNITY)
HATHEWAY, CHARLES (HARTFORD DISPENSARY)
JOHNSON, OMAR (PERCEPTIONS PROGRAMS)
LAZARIEL, BETTY (WCMHN)
PATHLOWITZ, BARBARA (WHEELER CLINIC)
THOMPSON, STEVE (PERCEPTIONS PROGRAMS)
PEREZ, VANESSA (KEYSTONE HOUSE)
PRATT, PAM (ST. MARY'S HOSP.)
REGALADO, FERNANDA (GUARDIAN AD LITEM)
RIVARD, DEB (UNITED SERVICES)
SNYDER, ROB (GILEAD)
WILK, MIKE (EASTER SEALS)

DRAFT MEETING MINUTES

Attendees: Karin Haberlin, Jeff Johnson, Dom Falcone (ISD), David Weathers (ISD), Mark McAndrew, JoAnn Novajovsky, Gil Bartas, Maria Cabrera, Karen Oliver-Jallow, Kristen Miller, Sue Tharnish (HCS)

Absent: Mike Hettinger, Jim Siemianowski

Welcome & Call for Additional Agenda Items (K. Haberlin)

- ✓ No new agenda items received in first call (Group A, 9:15am).
- ✓ Group B added:
 - TCM Memo (Mark)
 - Clarification on Co-Occurring Screening (Mobile/Crisis Assessment)
 - Mtg. regarding revised policy

New EQMI Staff (K. Haberlin)

- ✓ Karin introduced Mark McAndrew, who has joined EQMI as the Project Director of the new data quality monitoring effort. He joins us as a many year veteran of DMHAS.

Data Quality Review Process (M. McAndrew & K. Haberlin)

General

- ✓ Mark announced that he is in the process of developing a Data Quality Monitoring Report in SAS which will report on how agencies are submitting data and help EQMI and other DMHAS staff monitor data issues.
- ✓ The new phase of Data Quality Reviews will focus on those larger providers needing extra technical help and help with clean-up (those that submit large volume of data via interface). We will be working closely with Health Care Systems and Information Systems staff on this project.
- ✓ Terri Eblen (Bridges) reported some difficulty with WebSAS Reports and asked about trainings in this area. Karin will work with Terri on this and noted that some informational materials about how to use various reports are scheduled for development.
- ✓ Betty Lazariel (WCMHN) noted that she will contact EQMI about certain agencies in her region.

Transitional Case Management (TCM)

- ✓ TCM data will be examined on a monthly basis through the new monitoring report being developed.
- ✓ A training team is being developed to provide assistance to participating TCM agencies. More info will be forthcoming; trainings will hopefully take place the beginning of 2009.
- ✓ Carol Ferro is the TCM contact for DMHAS. She may be contacted at (860) 418-6800 or Carol.Ferro@po.state.ct.us

Consumer Survey Update (K. Haberlin)

At the time of the conference call, the 2008 report was not yet available, but it has since been released. You can download it at <http://www.ct.gov/dmhas/lib/dmhas/consumersurvey/CSreport08.pdf>. It is being sent to the printer and hard copies should be mailed out sometime in early 2009.

- ✓ The 2009 Consumer Survey Packet is currently available online.
- ✓ Packets were mailed out to CEOs via hard-copy on 11/21/08.
- ✓ The Quality of Life instrument (QOL) is separate from the Consumer Survey instrument, and is once again, 'optional.'

- ✓ Although EQMI will not be doing any of the QOL data entry, data that is entered from agencies will be analyzed.
- ✓ Please consult the instructions **first** for any questions you may have and also feel free to contact Karin or Jim.
- ✓ Sample size should be calculated on your 1st quarter of last FY and is based on unduplicated count for the first quarter of FY08. Please refer to the URL in the instructions.
- ✓ We were asked about adding space for more agency-specific questions at the end (8 – 10 questions). We will try to get these added to the consumer survey application, but it will be a very low priority item as the Information Systems division is working on a large number of important projects at this time.
- ✓ Rob Snyder (Gilead) has a distinct case with questions about surveying multiple programs. Karin will consult with Jim and will get back to Rob.
- ✓ Three agencies used the Survey Monkey web based service last year (Bridges, Gilead and Sound). Karin explained that these agencies made use of this option with computer kiosk made available to consumers so that they might complete the consumer survey online. She requested that anyone interested in the Survey Monkey option contact her via phone or email separate from this conf. call. (The deadline for doing so was 12/12/2008.)

Technical Update – Tokens, etc. (D. Weathers & D. Falcone- ISD)

RNAS Tokens

- ✓ David & Dom provided an update, from the ISD perspective, on the issue of tokens – the hardware behind the Secure Gateway is unsupported, creating major problems if the system went down; additionally, the authentication process is not HIPAA approved. They explained the need for obtaining tokens because the Secure Gateway is eventually going to be discontinued.
- ✓ Users who have tokens are encouraged to ensure that they still function the way they should.
- ✓ ISD is hoping to send DMHAS/IT people out to providers to help with technical issues.

Technical Difficulties

- ✓ Sue White from SELF, Inc. shared her frustrations regarding calling ISD repeatedly about technical problems; she needs to get more of a response. She needs assistance with tokens – she can only get in through insecure gateway. David will contact her after today's call to arrange for someone from DMHAS/ISD to go out to their agency to help resolve their technical problems as they have no IT person at their agency. Hopefully this can be arranged to take place within a week or so at the latest.
- ✓ Donna Gleissner (Interlude) is currently experiencing VPN problems. David will contact her on Monday, 12/01/08 to work out a plan for resolution.
- ✓ Pam Pratt (St. Mary's Hosp.) is able to log in without token (using the Secure Gateway) and therefore never requested one. Their agency completely discontinued the use of tokens when they began using the Secure Gateway website.
- ✓ Betty Lazariel (WCMHN – Region 5) stated that she will send out word to her providers that tokens are now required.
- ✓ Margaret Buell (Morris Foundation) has numerous technical problems – will work with Bill Campbell and David to resolve.
- ✓ Danbury Hosp. (Joe Shea) stated they don't have enough tokens. Karin will send him the URL to download requested a notice on the DMHAS website addressing this token issue – for those not on today's call. We will look into this.